**SAN DIEGO COMMUNITY COLLEGE DISTRICT**

*3375 Camino del Rio South*
*San Diego, California 92108-3883*
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CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | COLLEGE OF CONTINUING EDUCATION

*Educational Services*

**Approved**

**Student Services Council**
**Thursday, February 3, 2022**
**10:00 a.m. – 11:30 a.m.**
**Via Zoom**

**Minutes**

Present:

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|---|---|
| Victor DeVore | District Office |
| Poppy Fitch | District Office |
| Georgina Garcia | San Diego College of Continuing Education |
| Adrian Gonzales | San Diego Miramar College |
| Ashanti Hands | San Diego Mesa College |
| Marciano Perez | San Diego City College |
| Cat Prindle | San Diego College of Continuing Education |
| Cynthia Rico | San Diego Mesa College |
| Susan Topham | District Office |
| Kirk Webley | San Diego Miramar College |

1.0   Approval of Minutes
   - The December 2, 2021 minutes were approved by consensus.

2.0   Title 5 Changes
   - The Board of Governors approved Title 5 changes.  Colleges have 180 days to implement changes after they are published.  In effect, SDCCD needs to implement the changes by Fall 2022.
   - Excused Withdrawals (EW)
     o   The verification requirement was removed from Excused Withdrawals. Colleges are required to provide support services to help mitigate the withdrawals.
   - Pass/No Pass (PNP)
     o   Previously, the PNP deadline was 30% of the class length.  The deadline has been changed to be the college's definition of the last day of instruction.  The definition needs to be agreed on by all three credit colleges.  Once the definition is established, necessary programming changes will be made to reflect the new information.
   - Progress Probation

- o The districts previously had local control of progress probations. This has changed, and the benchmark is set for 50%. Currently, 61% complete is required for students to remain in good standing and not on probation.
- o There is no distinction between Financial Aid satisfactory academic progress and San Diego Community College District (SDCCD) standard academic progress. They share the same acronym, which has caused students to become confused between the two standards. Dean DeVore will look into renaming the SDCCD standard. Additionally, the definition of both standards can be included in the catalog, so students are aware of the distinction.

3.0    Student Withdrawal Procedure
- Dean DeVore is seeking clarification about what the notification to faculty entails regarding student withdrawals. For example, can the roster be cleaned up by asking faculty to remove dropped students, or does the communication need a formal email?
- The SSC recommends adding an announcement in the faculty portal to remind faculty to check their roster for students who have dropped.

4.0    Other
- Early Alert Update
  - o Now that all colleges agree about the early alert process, Dean DeVore will work with each of the Academic Senates to determine definitions.
  - o The SSC would like to streamline closing the loop, so faculty are notified that the students they referred did go to counseling and did receive support services.
  - o Dean DeVore will work with the college to identify what support services students are referred to, potential reasons for the referral, and identify which office provides the support service. Once those areas are identified, then the notification process can be determined.

- Course Auditor
  - o Add Course Auditor to the SSC agenda as a standing item.

- Registration Calendar
  - o Educational Services is lining up the student services calendar with the instruction calendar. The goal is to move registration for Fall 2023 to begin at the end of Spring 2022. This change would allow students

to have more time and opportunity to register, and would also allow additional time for the Counselors.

- Academic Senate Meetings
  - Vice Chancellor Topham implements regular meetings with the Academic Senate Presidents, Deans of Student Services, and Deans of Instructional Services.
  - The SSC recommends the following agenda items for meeting with the Academic Senate Presidents:
    - ADTs when students do not want to pursue it
    - Forcing students to follow one GE pattern
    - Crashing courses
    - Ensuring faculty are aware of their program's degree requirements

- Enrollment Management Update
  - Vice Chancellor Topham is working with the college Presidents to determine 2022-2023 enrollment targets.
  - The goal is to hone in on the 30% of the Student-Centered Funding Formula, so the SDCCD is in a position of having its systems and processes as clean and tight as possible by the time it's removed from hold harmless.  The 30% includes transfer rates, completions, first-year Mathematics and English, AB 540 and PELL recipients, etc. Strategies will be developed and will consist of key performance indicators and targets.
  - SDCCD will be off of hold harmless in 2024-2025.
  - The Office of Institutional Effectiveness and Research has created dashboards that will be accessible to the colleges to monitor their progress at the local level.

- IEPI PRT Update (Transcript Processing and Degree Verification)
  - Vice Chancellor Topham shared that the SDCCDs IEPI PRT request was approved, and the transcript project was assigned a team.  The team is visiting on March 18th (virtual).
  - At the end of the project, SDCCD will have the opportunity to apply for a $200k IEPI PRT grant.

- Electronic Catalog and Curriculum Management System
  - The Chancellor's Cabinet approved funding for the electronic catalog and updated curriculum management system, utilizing cost savings from the printed class schedule funds.

- o The next step is to take the proposal to the Curriculum and Instructional Council (CIC).

- COVID Update
  - o Educational Services is looking into extending the add/drop deadline due to pushing back the return to campus. Vice Chancellor Topham hopes to have a final answer by next week. Once it is finalized, it will be communicated to everyone, including students.
  - o In-person classes are limited to vaccinated students and students with medical exemptions. Some programs are also exempted from this requirement (Athletics, Allied Health, some Public Safety, cohort-based CTE courses). There are specific guidelines in place for the Athletics program. The guidelines are slightly different between the colleges related to the facilities used. Faculty were notified if their class has a student(s) who has a medical exemption and is not vaccinated. They're asked if they are okay with allowing the student into the class. If they're not, the colleges look for alternative courses to offer to the student.

- Updated contacts for Student Services Department
  - o Dean Devore and Business Systems Analyst Brandon Hawley are the primary contacts for anything related to JIRA.
  - o All other matters should be emailed to Dean DeVore and the Student Services Analysts: David Spence, Megan Soto, and Margarita Murray.

- Tuition and Payment Messaging
  - o Students have a day to pay their tuition, otherwise a hold is placed on their record.
  - o Dropping for non-payment messaging has not resumed and communication has not been sent out to indicate when it's returning.

- Students with a DQ1 or DQ2
  - o At the end of spring, when the academic standing is run (mid-late June), DQ1 students who have already registered for summer will have a hold on their record but, will not be dropped.
  - o Dean DeVore will work with Academic Advising to map out what will happen with DQ1 and DQ2 students for summer 2022.

- Mapping to Regulatory Compliance Update

- o Director Poppy Fitch is working on the foundational mapping of who to contact at the college level when there is a student of concern.  Key concerns include:
    - There is currently no central location for this vital work
    - There is a disconnect between the site compliance officers and Title 4 compliance officers in terms of follow-up.  Administrators cannot view when actions have been handled or when cases are completed/closed.
    - The administrator can only see cases for their college.  Many students take classes at multiple colleges.  There was no way to determine which college would be considered responsible in those cases.
    - The students of concern piece grew before the pandemic.  There needs to be a way to track the students and see what supports are in place, as well as if the concerns were previously shared.
  - o Maxient is an online class management tool that can be used to submit complaints related to various issues.  Director Fitch learned that the Maxient system was never fully configured to be used at the level it should be.  It can be used to automate the work and make it more efficient with Campus Solutions.
    - Component 1 – IT support to integrate Maxient with PeopleSoft
    - Component 2 – Configure Maxient to match SDCCDs processes in academic integrity, EEO complaints, VAWA, Clery Act, Title IV, Title IX, etc.

- DSPS Update
  - o DSPS has implemented a new work management system called Clockwork.  The campuses are experiencing different levels of the latest technology updates.  The system's output will be more efficient with services to students, and it will free up staff to have more time to work with the students.
  - o Director Fitch is working on disaggregating data of BIPOC students with disabilities to learn their experiences, which will better inform the antiracism work that is being done.

- SSC Meeting Format
  - o SSC meetings will continue to be held via Zoom.